



PRODUCT: All

SERVICE ADVISORY # 017

DATE: November 16, 1984

Subject LOCKING CLIP CONNECTORS

PROBLEM DESCRIPTION

It has come to our attention that there is a considerable amount of concern in the field over the difficulty in removing the connectors in COMPAQ Computers. We would like to make it clear that the connectors in a COMPAQ are of a special "locking clip" type and **MUST** be to ensure quality and reliability in a portable environment.

DEALER ACTION REQUIRED

This type of connector is a patented design that actually bites into the posts it is inserted over. If an attempt is made to remove these connectors by pulling the wires or prying, it will only cause the teeth to bite even harder and probably break the wires. The only point of force when removing the connectors **MUST** be the housing of the connector. There is a release mechanism in the housing that opens the teeth.

COMPAQ^R Computer Corporation recognizes and appreciates your concerns but feels, in this case, any other solution would jeopardize the reliability of our products and is, therefore, unacceptable.

If further clarification is required, please contact the COMPAQ Dealer Support Center at:

1-800-231-9977 (Authorized Dealers Outside of Texas)

1-800-392-4811 (Authorized Texas Dealers)

Telex: 795437

A/B: COMPAQCOMP HOU (Houston, TX)

Telex: 84117898630

A/B: COMPAQ TTX D (European Headquarters)

CC: Store Manager